

Michael Van Wies
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TN REGULATORY AUTHORITY
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January 24, 2003

VIA FACSIMILE & US MAIL

Mr. Jonathan N. Wike, Hearing Officer
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505
800-342-8359 x771-Mr. Wike
Fax: 615-741-6015

Re: Docket No. 02-00058

Dear Mr. Wike,

I am in receipt of CenturyTel's Mr. Terry Crutchfield's rebuttal testimony and noticed the information they sought in the interrogatories, and you ruled as having no bearing on the case, has been brought out in this rebuttal testimony in Item # 10, Page - 3.

Although I am not an attorney it seems to me that this item is not rebuttal testimony, but new testimony. as I have not provided any testimony concerning past complaints and problems.

I assume that CenturyTel has changed their minds and now wants to bring all of the past problems and complaints back into this hearing.

Therefore since they are now opening the door to these past complaints resolved and unresolved into the proceedings I will respond to this testimony with detailed testimony about these complaints.

As CenturyTel has noted there have been numerous complaints and problems, and we may have to reconsider as whether this hearing can be accomplished in the one day that has been set aside.

I was under the understanding that the only issue to be discussed was Item # 6 (call completion).

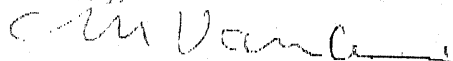
If CenturyTel desires to now review all of these past complaints and problems, we probably should reschedule the hearing because it would take me at least one day to address these items plus another day to address Item # 6.

In the alternative since this is new testimony and not rebuttal testimony I feel that this should be disallowed or CenturyTel should present all pertinent documentation on the other complaints and test results.

Also this testimony appears to me to be second or third hand information because I don't remember Mr. Clutchfield being involved in these complaints and problems.

Therefore CenturyTel should provide direct testimony from the various individuals that were involved in these complaints and problems.

Yours truly,



Michael Van Wias

cc: R. Dale Grimes, Bass, Berry & Sims, PLC (Via Facsimile & US Mail)
Ross L. Biocher, Bass, Berry & Sims, PLC (Via Facsimile & US Mail)

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Fax Transmittal

To: Jonathan N. Wike, Hearing Officer, TRA	From: Michael VanWies
Fax: 615-741-5015	Pages: 3 - Including Cover Sheet
Phone: 800-342-8359x171	Date: 01/24/03
Re: Docket No. 02-00058	CC: R. Dale Grimes, Ross I. Booher

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• Comments:

Dear Mr. Wike,

Please find attached